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VOICE MONTHLY SERVICE (UNIVERSAL RATE)

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The Department of Technology Services (DTS) provides Voice Services to all Executive Branch agencies. The Judicial and Legislative Branches of state government and other government entities have the option of purchasing basic telephone services through DTS.

FEATURES AND DESCRIPTIONS	
FEATURE	DESCRIPTION
Planning and Implementation	Planning and implementation of phone service for Executive Branch agencies and other branches of state government is managed by DTS.
Installation	Installation of service trunks, circuits, and equipment is provided by DTS.
DID Service	DID services allow outside callers to dial inside an agency without going through the attendant.
7-1-1 Dialing	7-1-1 Dialing assists employees and or citizens who are deaf, hard of hearing, or speech disabled and use a Teletypewriter (TTY) device.
Carrier and Vendor Services Provided	<ul style="list-style-type: none"> • 7-1-1 Dialing • Music on Hold • Extended Calling Area • Long Distance Access • Call Waiting • Caller ID • Last Call Return • Call Forwarding • Directory Listing • Foreign Directory Listing
UPS Power Back-Up	PBX and Keys Systems are connected to an uninterrupted power supply for a minimum of 15 minutes in the event of a power failure.
Repair and Maintenance	24x7 repair service. DTS retains vendor and DTS service technicians to perform installation and repairs: prime shift and on-call.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Phone Sets	The purchase of telephone sets are the responsibility of State agencies or other entities.
Voice Mail	Is not included in the Voice Monthly Service Rate.
Long Distance	Long Distance is not included in the Voice Monthly Service Rate, but is available at approved rates.
Additional Services	DTS offers a variety of optional calling services through the service provider for an additional charge. For information on the prices and availability of these and other services in your area, or for additional instructions on using these services, visit the DTS web site at http://its.utah.gov/productsservices/voiceprods/voiceprods.htm or call the Help Desk at 801-538-3440.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
URate	Monthly Basic Telephone Service.	\$24.50/User/Month
Installation	DTS technicians. Cost + 8% if performed by Independent Telecom vendor.	\$50.00/Hour Cost Plus 8% Minimum One Hour
Connects	No charge.	No Charge
Repairs	No charge (Customer is required to contact the DTS Help Desk at 801-538-3440 or 1-800-678-3440.	No Charge
Accounting	DTS Finance and Accounting is available to answer questions and resolve issues regarding your bill.	No Charge

ORDERING AND PROVISIONING

All telephone service requests must be in writing. If the request involves ten (10) stations or more, contact your DTS Customer Relationship Manager. For moves, installs, or changes of less than ten (10) stations, send your request via email to the Telecom Order Desk at ITSORDERBOX@UTAH.GOV (See Customer Responsibilities).

DTS RESPONSIBILITIES

Design the telephone system that will meet the needs of the customer at an affordable cost.

Engineer and install voice systems that maintain a Grade of Service (GOS) guarantee of P.05. This means that only five percent of calls attempted receive a busy signal during the busiest hour of the

busiest day. Telephone systems are engineered for an agency's peak busy hour.

AGENCY RESPONSIBILITIES

Contact the assigned DTS Voice Planner to plan telephone needs or call (801) 538-3440 or (800) 678-3440.

Submit orders to the Telecom Order Desk for all moves, adds, or changes for ten stations or less. Order requests for larger moves, adds, or changes (over 10 stations) should be submitted to the Voice Planner.

Review monthly billing for accuracy and completeness.

Set up billing code for billing purposes.

Notify DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied